

An overview of the industry

The world for enterprises in Australia is shrinking at a rapid pace regardless of the sector that they are in. Enterprises are looking to move into the Asian region as those economies are becoming increasingly affluent, and the domestic market can no longer provide growth at rates expected by their shareholders. Additionally these same enterprises face increasing competition in the local market from global competitors (e.g. Zara, British Telecom) or players with disruptive business models (e.g. Uber, Netflix). Overall this is a period where Australian businesses are looking to run key functions in the most optimal location whilst ensuring the service to their customers continues to improve.



Challenges with Global Delivery

The challenge for enterprises moving into operating globally is finding the balance of maintaining consistency in service delivery and ensuring the service is competitive and scalable in a global marketplace. Delivering services globally also requires establishing new ways of working to ensure all stakeholders are not impacted by the change in delivery location and time zones. As a result enterprises need an experienced partner that can design, operate and optimise the implementation of a Global Delivery Model.



The Infosys solution/offering

Infosys was the pioneer of the Global Delivery Model and has been a way of providing services to our customers since the 1980s. Our GDM solutions extend from consulting, technology, and outsourcing and next-generation services for multiple different industry sectors. Infosys delivers services from global delivery centers across North & Central America, South America, Europe, Asia and Australia in order to match our customers' locations.

Business value

<p>Speed to market by being able to offer extended workdays due to work occurring in multiple locations</p> <p>1</p>	<p>Increasing customer satisfaction for the end user due to the extended workdays</p> <p>2</p>	<p>Greater access to talent and best practices</p> <p>3</p>	<p>Reducing Total Cost of Ownership by being able to scale resources</p> <p>4</p>
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